PN - Configure the TPN pallet network

Step-by-step guide to configuring the TPN (The Pallet Network) integration in Qargo, including customer setup, service levels, time windows, transport network, and export tasks.

Updated March 17, 2026

What does this article cover?

- How to set up and configure TPN (The Pallet Network) as a pallet network integration in Qargo.

Why is configuration needed?

- TPN requires specific service levels, time windows, pickup/delivery extras, and packaging types to be in place before orders can be dispatched to the network.

How does it work?

- Configuration covers creating TPN as a contract carrier, setting up order input options, adding a transport network, and configuring export tasks.

Terminology

Term	Definition
TPN	The Pallet Network: a UK pallet network providing palletized freight pickup and delivery services.
ND	Next Day: a TPN service level used when the pickup date is the following day.
DDAY	Dedicated Day: a TPN service level used when the pickup date is more than one day in the future.
Transport network	A Qargo entity representing the pallet network's hub-and-spoke structure, used to route orders through the network.
Contract carrier	The entity in Qargo representing TPN as the delivering party for shipments sent to the network.

Add a customer and contract carrier

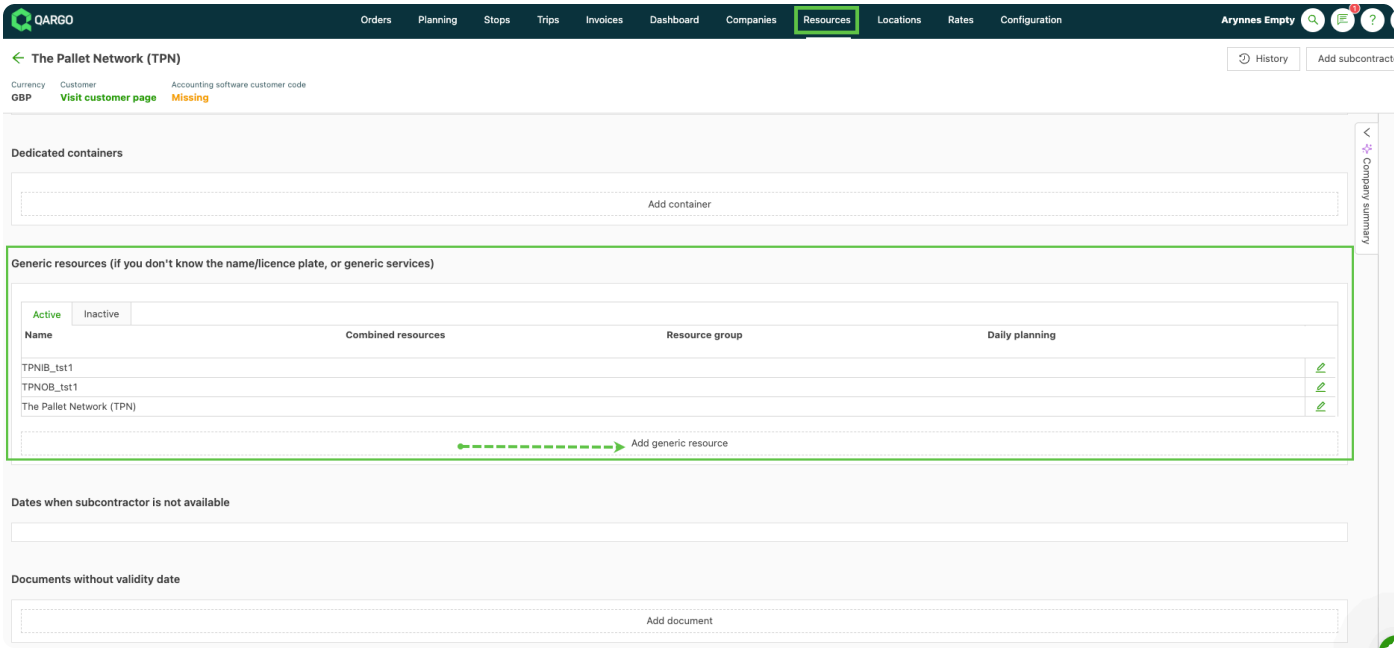
🧰 **Create** TPN as both a customer and a contract carrier in Qargo.

1. Navigate to **Companies > Customers**.
2. Click **Create customer** and create a customer named **"TPN" (or "The Pallet Network")**.
3. Click **Create contract carrier** to also make TPN a contract carrier.

Create resources for the TPN contract carrier

1. From the TPN contract carrier page, **click Add generic resource** (or edit an existing one).
2. Confirm the **Active toggle** is on.

3. Turn on the **Pallet network setting**.
4. Create **two resources**: one for inbound trunking, one for outbound trunking.



Add the order input configuration

Add a transportation service

1. Navigate to **Rates > Order input** and select **Transportation services**.
2. Add a new transportation service named **Pallets** with the appropriate code.
3. Save the service.

Add service levels

Configure the following service levels for TPN:

Name	Code
Next Day	ND
Dedicated Day	DDAY

📚 **On pickup service levels:**

- When a pickup date is set for the next day, Qargo automatically uses the **ND service level**.
- When the pickup date is more than one day away, **DDAY** is used.
- Shipments cannot be dispatched if the pickup date is in the past, falls on a weekend, or if the pickup is handled by the network on the same day

Automatic pickup service level assignment

- When creating orders to be picked up via TPN, Qargo automatically assigns the correct service level based on the pickup date:

- **Next Day (ND):** Applied when the pickup date is the following day.
- **Dedicated Day (DDAY):** Applied when the pickup date is more than one day away.

Dispatch is not permitted if:

- The pickup date is in the past.
- The pickup is handled by the network and the pickup date is today.
- The pickup date falls on a weekend.

Add time windows and pickup/delivery extras

- Navigate to **Rates > Order input** and configure time windows and pickup/delivery extras.

The codes below must match exactly.

Qargo type	Code	Name	Comments
Time window	AM	AM Delivery	Delivery before 12:00
Time window	PM	PM Delivery	Delivery after 12:00
Time window	TPN_BW	Booked Window	Pre-agreed delivery window
P/d extra	TL	Tail Lift	Tail lift required at delivery

‼️ The exact codes and time windows for TPN may vary.
Contact Qargo Support if codes already exist in the environment with different values.

Add a packaging type

1. Navigate to **Rates > Order input > Packaging types**.
2. Create a new packaging type for TPN pallets.
3. Add predefined package sizes:

Pallet type	Qargo code
Full	F
Half	H
Quarter	Q
Oversize	O

4. Turn on **Generate barcodes** (Qargo admin only; contact Support if required).

Add additional fields

- Navigate to **Configuration > Additional fields** and make sure the following are set:

Category	Field name	Status
Freight	Pallet spaces	**Active**
Freight	Loading meters	**Inactive**
Shipments	Shipment reference	**Active**

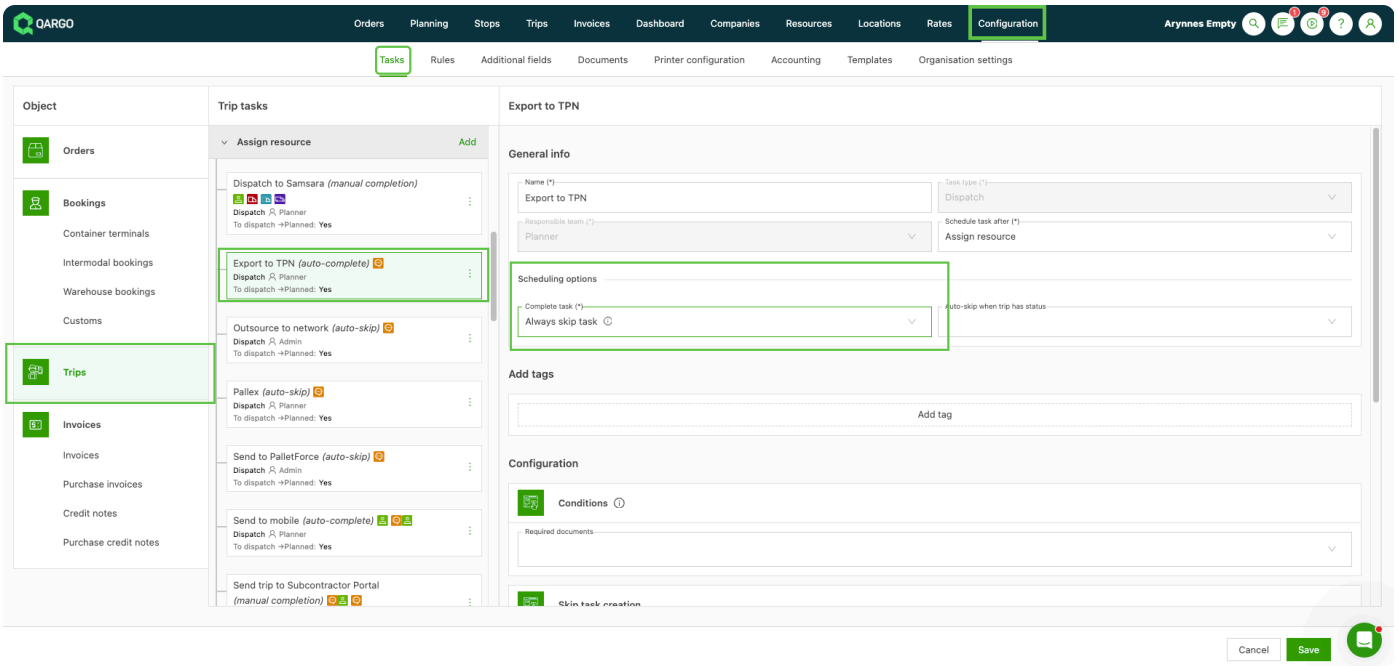
Add a transport network

1. Navigate to **Locations > Transport networks**.
2. Click **Add transport network** and create a new central network for TPN.
3. Set **Automatically assign resources** to **For specific customers** and select TPN from the dropdown.
4. In the **Hubs and terminals** section, **add the TPN hub terminal**, mark it as **Internal**, and fill in the location details.
5. Click **Owned postal codes** and add the terminal code and ZIP code ranges that the terminal is responsible for delivering.

Add tasks

Configure an “Export to TPN” task

1. Navigate to **Configuration > Tasks**.
2. Add a new task under **Loads > Assign resource** to trigger the TPN export.



Troubleshooting

Issue	Solution
Cannot dispatch – pickup date in the past	Shipments cannot be sent to TPN if the pickup date has already passed. Update the pickup date.
Cannot dispatch – pickup date is a weekend	TPN does not accept dispatches for weekend pickup dates.
Service level not assigning correctly	Check that the ND and DDAY service level codes are configured exactly as shown. The system auto-assigns based on how close the pickup date is.
Barcodes not generating on pallet labels	Barcode generation must be enabled by a Qargo admin. Contact Support.
ETA not syncing from TPN to Qargo	Verify that the ETA is available in the TPN portal; Qargo pulls it automatically. No extra configuration is required.